

JOB DESCRIPTION



INFORMATION TECHNOLOGY MANAGER (Exempt/Management Position)

DEFINITION

Under general supervision of the Finance Director or designee, the Information Technology Manager will assist in the planning, organizing and directing of the activities for the Information Technology Division of the Finance and IT Department. This designation is responsible for providing highly technical and staff assistance; to assist in the planning and designing of City information technology infrastructure.

This position oversees the development of new automated systems and programs as well as the modification and enhancement of existing systems to meet user needs. Coordinates the City's acquisition of new and replacement software and hardware. Manages customer support for mainframe applications, personal computers, networks and telecommunication equipment. Plans, manages and oversees network and data security for the City of Ukiah.

Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may deviate from traditional methods and practices.

EXAMPLES OF DUTIES: (These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title.) **(E=Essential Duty; M=Major Portion of Time)**

- Develop, implement, and update a citywide information systems strategic plan, which involves facilitating discussions with City management regarding current and anticipated information services requirements. (E, M)
- Plan, manage and oversee network and data security procedures for the City's internal network, applications and data. (E)
- Coordinate and review citywide acquisition requests for software and hardware, including development and implementation of a long-range funding plan for maintenance and replacement. (E, M)
- Management and coordination of advanced vendor support contracts. (E)
- Direct systems design, development and implementation of new or enhanced systems. (E)
- Establish and maintain written policies and procedures for acquisition, development and implementation of new systems and modification of existing systems. (E, M)
- Oversee the operations of the computer systems, ensuring adequate security for the City's critical databases. (E)
- Establish citywide standards for hardware and software and provide technical assistance to City departments. (E)
- Coordinate and participate with other City departments and agencies on technology projects as required. (E, M)
- Manage our contract vendor in regard to the City's Internet presence including access, security, and enhancements. (E)
- Oversee operation and maintenance of City telephone and other communication systems. (E)
- Oversee the City's emergency communications infrastructure and processes associated with the Emergency Operations Center. (E)
- Manage customer support functions for telecommunications and personal computers. (E)
- Plan and evaluate the work of management, professional, technical and other support staff. (E, M)
- Supervise the work of information technology division personnel including: assigning, planning, reviewing work, maintaining standards, assisting with the selection of new employees, training, and acting on employee problems. (E)
- Attend and make presentations to the City Council, as required. (E)
- Preparation and coordination of division budget. (E, M)

QUALIFICATIONS

Knowledge Of:

- Principles, practices and methods of management, organization, budget and personnel management.
- Principles and techniques of systems development, program planning, and project management; operating principles, methods, practices and limitations of computers.
- Telecommunications hardware and software systems, and related equipment; state of the art developments in the information systems field; principles and practices of customer service, service delivery, and service evaluation.
- Principles of supervision, training, and employee evaluation.
- Budget estimation and tracking.
- Applicable local, State, and Federal technology regulations.
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.

Ability To:

- Prepare and present items to the City Council.
- Oversee, plan, and coordinate programming, computer and telecommunications operations' development and technical support.
Effectively facilitate meetings; analyze, evaluate, and prioritize organization-wide information system needs; communicate technical information effectively both orally and in writing.
- Supervise, train and evaluate managerial, professional, technical, and clerical personnel.
- Reading, interpreting, and applying complex technical publications, manuals, and related documents.
- Understanding the organization and operation of the City and of outside agencies as necessary.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Sit and work on computer system for long periods of time.
- Lift up to 40 pounds.
- Work evenings, weekends, and attend night meetings, as required.

Education and Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience - sufficient experience in computer systems development and program design, including managerial and/or supervisory responsibility for, operations, and technical support, to demonstrate possession of the knowledge and abilities listed above.

Education - equivalent to a Bachelor's degree from an accredited college or university with major work in information technology or 5 years experience in related field.

Possession of Microsoft Certified Solutions Expert, Microsoft Certified Solutions Associate, or Cisco Certified Network Professional Certification preferred.

Necessary Special Requirement:

Possession of a valid Class C California Driver's License.